

### **IN THE CLAIMS**

Please amend the claims as follows.

1-4. (Cancelled).

5. (Previously Presented) A method for managing the cross-channel interactions of a customer, comprising:

identifying a first interaction on a first channel and a second interaction on a second channel, wherein the first and second channels are different channels;

identifying a customer associated with the interactions, wherein the interactions are occurring concurrently;

recording a dialogue corresponding to the first and second interactions;

using the dialogue to modify at least one of the interactions;

identifying a first subject matter associated with the first interaction and a second subject matter associated with the second interaction;

connecting a first service provider to the first interaction based upon the first subject matter and the first channel;

connecting a second service provider to the second interaction based upon the second subject matter and the second channel;

enforcing a plurality of business policies for each of the channels and each of the interactions;

enforcing a plurality of customer profiles for each of the channels and each of the interactions; and

alerting the first service provider to take a plurality of actions with the customer based upon the first interaction, the first channel, the first subject matter, the business policies, and the customer profiles.

6-9. (Cancelled).

10. (Previously Presented) An apparatus for managing cross-channel interactions between a customer and a business apparatus comprising:

a plurality of devices interfaced to the customer;

means for identifying a first interaction on a first channel of one of the devices and a second interaction on a second channel of another of the devices, wherein the first and second channels are different channels;

means for recording a dialogue corresponding to the first interaction and the second interaction;

means for associating the customer with the first and second interactions, wherein the interactions are occurring concurrently;

means for using the dialogue to modify at least one of the interactions;

means for storing a customer profile associated with each of the interactions;

means for retrieving the customer profile associated with each of the interactions;

means for enforcing a plurality of business policies for each of the channels and each of the interactions;

means for enforcing the customer profiles for each of the channels and each of the interactions;

means for identifying a first subject matter associated with the first interaction and a second subject matter associated with the second interaction;

means for connecting a first service provider to the first interaction based upon the first subject matter and the first channel;

means for connecting a second service provider to the second interaction based upon the second subject matter and the second channel; and

means for alerting the service providers to take a plurality of actions with the customer based upon the interactions, the channels, the subject matters, the business policies and the customer profiles.

11-14. (Cancelled).

15. (Previously Presented) A method for managing the cross-channel interactions of a customer while the interactions are occurring comprising:

concurrently establishing a session including a first interaction on a first channel and a second interaction on a second channel, wherein the first and second channels are different channels;

identifying a customer associated with the interactions;

recording a dialogue associated with the first interaction and the second interaction during the session;

modifying at least one of the interactions using the dialogue before the session terminates;

storing a customer profile during the session;

retrieving the customer profile during the session;

enforcing a plurality of business policies for each of the channels and for each of the interactions during the session;

enforcing the customer profiles for each of the channels and for each of the interactions during the session;

identifying one of a plurality of subject matters associated with each of the interactions during the session;

connecting one of a plurality of service providers for each interaction based upon the subject matter associated with the interaction and the channel associated with the interaction

during the session;

alerting one of a number of the service providers to take a plurality of actions with the customer based upon the interactions, the channels, the subject matters, the business policies and the customer profiles during the session.

16-19. (Cancelled).

20. (Previously Presented) A method for connecting a customer interaction to a service provider based upon the interaction and the subject matter of the interaction comprising:

concurrently establishing a first interaction on a first channel and a second interaction on a second channel with a customer, wherein the first and second channels are different channels;

identifying a first subject matter associated with the first interaction and a second subject matter associated with the second interaction;

selecting a first service provider for the first interaction based upon the first subject matter and the first channel;

selecting a second service provider for the second interaction based upon the second subject matter and the second channel;

connecting the first service provider to the customer through the first interaction;

connecting the second service provider to the customer through the second interaction;

enforcing a plurality of business policies for each of the channels and each of the interactions;

enforcing a plurality of customer profiles for each of the channels and each of the interactions;

alerting the first service provider to take a plurality of actions with the customer based upon the first interaction, the first channel, the first subject matter, the privacy policies, the business policies, and the customer profiles; and

alerting the second service provider to take a plurality of actions with the customer based upon the second interaction, the second channel, the second subject matter, the business policies, and the customer profiles.